

AMENDMENTS

In the Claims

1. (Currently Amended) A method for creating knowledge in a solution network comprising:
generating knowledge for a solution network based upon an interaction with a user of the solution network;
saving the knowledge for the solution network while interacting with the user; and,
incubating the knowledge for the solution network before releasing the knowledge for general access, the incubating holding the knowledge while the knowledge is confirmed as a successful resolution.
2. (Canceled)
3. (Original) The method of claim 1 further comprising:
augmenting current knowledge while interacting with a user of the solution network.
4. (Original) The method of claim 1 further comprising:
providing a self help module within the solution network;
enabling the user to access the self help module to access the knowledge of the solution network; and,
monitoring the user activity while the user is accessing the knowledge of the solution network.
5. (Original) The method of claim 4 further comprising:
modifying the knowledge based upon the monitoring.

6. (Original) The method of claim 1 further comprising:
storing information relating to customer systems;
linking the information relating to customer systems to the solution network; and,
using the information relating to the customer systems when generating knowledge for
the solution network.
7. (Original) The method of claim 4 further comprising:
publishing the knowledge for the solution network immediately upon release of the
knowledge such that the knowledge for the solution network is available to other
users of the solution network as soon as the knowledge is released.
8. (Original) The method of claim 4 further comprising:
maintaining a service history on a customer basis;
using the service history to tailor customer specific solutions.
9. (Original) The method of claim 1 wherein:
the solution network supports customer systems; and
the customer systems include information handling systems.
10. (Currently Amended) A system for creating knowledge in a solution network
comprising:
means for generating knowledge for a solution network based upon an interaction with a
user of the solution network;
means for saving the knowledge for the solution network while interacting with the user;
and,
means for incubating the knowledge for the solution network before releasing the
knowledge for general access, the incubating holding the knowledge while the
knowledge is confirmed as a successful resolution.
11. (Canceled)

12. (Original) The system of claim 10 further comprising:
means for augmenting current knowledge while interacting with a user of the solution network.
13. (Original) The system of claim 10 further comprising:
means for providing a self help module within the solution network;
means for enabling the user to access the self help module to access the knowledge of the solution network; and,
means for monitoring the user activity while the user is accessing the knowledge of the solution network.
14. (Original) The system of claim 13 further comprising:
means for modifying the knowledge based upon the monitoring.
15. (Original) The system of claim 10 further comprising:
means for storing information relating to customer systems;
means for linking the information relating to customer systems to the solution network;
and,
means for using the information relating to the customer systems when generating knowledge for the solution network.
16. (Original) The system of claim 13 further comprising:
means for publishing the knowledge for the solution network immediately upon release of the knowledge such that the knowledge for the solution network is available to other users of the solution network as soon as the knowledge is released.
17. (Original) The system of claim 13 further comprising:
means for maintaining a service history on a customer basis;
means for using the service history to tailor customer specific solutions.

18. (Original) The system of claim 10 wherein:
the solution network supports customer systems; and
the customer systems include information handling systems.
19. (Currently Amended) A solution network comprising:
a technician interface, the technician interface enabling generating knowledge based upon
an interaction with a user of the solution network;
a repository coupled to the technician interface, the repository storing knowledge relating
to troubleshooting solutions, the knowledge relating to troubleshooting solutions
including the knowledge based upon the interaction with the user, the knowledge
based upon the interaction with the user being stored in the repository while
interacting with the user, the knowledge being incubated before being released for
general access, wherein incubating the knowledge holds the knowledge while the
knowledge is confirmed as a successful resolution; and,
an information broker coupled to the technician interface and to the repository, the
information broker determining a best answer for the user based upon information
provided by the user.
20. (Currently Amended) The solution network of claim 19 further comprising:
a customer interface, the customer interface being coupled to the ~~repository~~ repository and
to the technician interface, the customer interface providing an interface for a
customer to the solution network.
21. (Original) The solution network of claim 19 further comprising:
a real time publishing agent, the real time enabling the solution network to release
knowledge while the solution network is operating.
22. (Original) The solution network of claim 19 further comprising:
an external repository, the external repository storing information relating to customers,
the external repository being coupled to the technician interface.

23. (Original) The solution network of claim 19 further comprising:
a replacement parts module, the replacement parts module generating solutions relating to
which replacement parts are associated with particular systems.
24. (Original) The solution network of claim 19 further comprising:
a solution authoring module, the solution authoring module enabling authoring of
authored knowledge solutions and applying attributes to the authored knowledge
solutions.
25. (Original) The solution network of claim 19 further comprising:
a non-solution network content module, the non-solution network content module storing
information regarding policies and procedures within the repository.
26. (Original) The solution network of claim 19 further comprising:
a decision tree authoring module, the decision tree authoring module linking knowledge
in a process oriented manner.